

BRITISH AIRWAYS

i360 Viewing Tower

Brighton's best views



Accessibility Guide for British Airways i360 Viewing Tower

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Welcome

Glide up gently to 138 metres high in the spacious glass viewing pod to enjoy 360 degree views of the city, the South Downs and the stunning coastline. Share this unique experience together - admiring Brighton's landmarks, artwork on the rooftops, windfarms out at sea and the expansive stretch of coast all the way from the Seven Sisters cliffs to the Isle of Wight.

Breathtaking sea views are best admired with a glass in hand, enjoy a drink from the South Coast's highest bar, the Nyetimber Sky Bar!

After your flight, browse our beachside shop for beautiful and useful gifts, then take a seat on the beachfront terraces of West Beach Bar & Kitchen and enjoy some delicious food!

Watch the video: [British Airways i360 video](#)

At a Glance

Level Access

- There is level access from the main entrance to:
 - Dining Table
 - Ticket Office
 - Gift Shop

- BAi360 Pod
- Pre-Boarding Exhibition and Bar
- West Beach Bar & Kitchen
- Ticket Office Desk
- Pre-Boarding Exhibition & Bar
- Public Toilets
- Gift Shop
- West Beach Cafe & Bar
- Upper Deck
- West Beach Bar & Kitchen Terrace

Hearing

- We have a hearing loop in Ticket office, gift shop, boarding bar, BAi360 pod, Magic Memories, West Beach Bar & Kitchen.
- All staff have disability awareness and Next Generation Text training.

Visual

- Glass doors and full-height windows have contrast markings.
- We have display information in audio and large print.
- We have information in large print.

General

- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors.
- All staff have disability awareness training.

Getting here

Lower Kings Road
Brighton
BN1 2LN

Travel by public transport

- You can get to British Airways i360 Viewing Tower by bus and train.
- The nearest bus stop is Clarence Square, Western Road, Brighton. Take the number 6 bus from Brighton Station to Clarence Square. New Brighton & Hove Buses announce each bus stop mentioning the British Airways i360. The pedestrian route is 0.3 miles / 10.3 km downhill from Clarence Square to British Airways i360. The bus stop is 0.30 miles / 10.3 km from British Airways i360 Viewing Tower.
- The nearest train station is Brighton. The train station is 0.8 miles / 1.3 km from British Airways i360 Viewing Tower.

- Pedestrian route from the station is 0.8 miles, straight down Queen's Road, then straight down West Street.
Turn right onto the seafront and head along the seafront road to British Airways i360.



Travel by taxi

- You can get a taxi with City Cabs by calling 01273 204060. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Streamline by calling 01273 202020. The taxi company has a wheelchair accessible vehicle.



Parking

- There is parking near the venue. There are accessible parking spaces. Parking is not free.
- There is a drop-off point opposite British Airways i360 at the bottom south-side of Regency Square. There is a pedestrian crossing from there to outside the main entrance of the BAI360. From the car park to the entrance, there is level access. There is a permanent ramp.
- There is a lift. The path is sloped.
- The route is 1000mm wide, or more.
- The slope from the car park to our main entrance is easily accessible. All doors are automatic on route.

Eight disabled parking bays are available on Level 1, close to the entry/exit ramp. Please note. Blue Badge holders cannot park here for free. Charges apply.

The seafront is accessible via subway from Level 3. Ramp access.

<https://www.brighton-hove.gov.uk/content/parking-and-travel/parking/regency-square-car-park>



Regency Car Park inside access door



Regency Car Park ramp on street level



Regency Car Park ramp on beach level

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- There is a permanent ramp.
- The path is 1500mm wide, or more.



Main entrance

- The main entrance has level access.
- The door is 810mm wide.
- The main door is side hung and manual.
- The main door is side hung and automatic.
- The main door is sliding and automatic.

- BAI360 has two entrances.
The first entrance is at road level into our ticket office which is housed in a replica toll booth from the West Pier. The door to the ticket office is manual.
The second entrance is at beach level, which has a wide automatic sliding door.



Ticket Office Street Level Access - IN Door Closed



Ticket Office Street Level Access - IN Door Open



Ticket Office Street Level Access - OUT Door Closed



Ticket Office Street Level Access - OUT Door Open



Retail Shop Main Entrance

Getting around inside

Visual Impairment - General Information

- We have contrast markings on all glass doors and contrast markings on all full-height windows.



Contrast markings on glass entrance doors



Contract markings on open boarding door

Lift

- We have 1 lift.
- You can get a lift to all floors.

Lift down to the beach level - Lift up to the street level

- The lift door is 890mm wide.
- The lift is 1100mm wide. The lift is 1350mm deep.
- The lift buttons have raised numbers or letters.

- The lift shows the floor number, at each floor.
- We have 2 levels of access for boarding (depending on weather and time of year). We board the viewing pod from the beach building downstairs during poorer weather and the winter months. In spring and summer we board the pod from the Upper Deck at road level. Downstairs is accessible via our lift located next to the West Beach Bar & Café toll booth at road level. The lift is located on the eastern side of the building. The dimensions are 110cm width, 212cm height, 135cm length. The lift provides access to the shop, restaurant and beach building at the lower level and to the West Beach Bar & Café, the ticket office and the Upper Deck at the upper level.



Lift street level



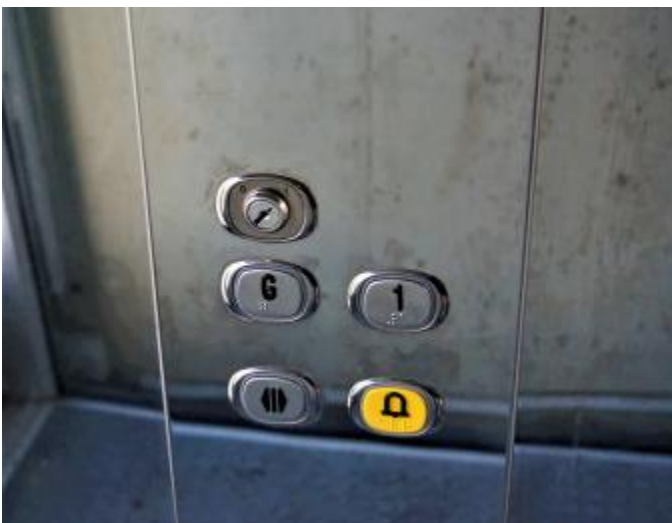
Lift beach level



Lift inside



Platform lift company



Inside lift raised and contrast lit buttons



Inside lift - lift numbers

Ticket/ information desk

Ticket Office Desk

- From the main entrance to the desk, there is level access. The route is 810mm wide, or more.
- The door is 810mm wide, or more.
- The desk has a low section.
- The main ticket office, housed in a replica West Pier toll booth, is accessible from the street level. We also sell tickets from our gift shop in the beach building. The ticket office has a low counter and hearing loop if required. It is well lit with price lists available in large print as well as displayed on TV screens. There are pens and paper available for anyone hard of hearing.



Ticket office desk - Low point for wheelchair users



Ticket Office entrance

Things to See and Do

- We have a complimentary ticket policy for personal assistants.
- We have display information in: audio and large print.

Ticket Office

- From the main entrance to this area, there is level access. The route is 810mm wide, or more. The door is 810mm wide.
- Some display information is low, for wheelchair users. There is a hearing loop.
- Videos have subtitles.
- The main ticket office, housed in a replica West Pier toll booth, is accessible from the street level. We also sell tickets from our gift shop in the beach building. The ticket office has a low counter and hearing loop if required. It is well lit with price lists available in large print as well as displayed on TV screens. There are pens and paper available for anyone hard of hearing. We offer a complimentary ticket to all carers. Assistant dogs are allowed on British Airways i360. Water can be provided for the dogs when on the pod - please just ask the staff on board.



Main entrance - Ticket Office IN door closed



Main entrance - Ticket Office IN door open



Main entrance - Ticket Office OUT door closed



Main entrance - Ticket Office OUT door open



Main entrance - Ticket Office OUT door open inside view

Gift Shop

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 1100mm wide, or more. The door is 1760mm wide.
- Some display information is low, for wheelchair users. There is a hearing loop.
- Videos have subtitles.
- The retail shop is fully accessible, all units are on wheels so they can be moved at any time. This includes Magic Memories for the photography concession. All units are spaced evenly apart to accommodate wheelchairs. The doors are automatic on all sides of the building and through the West Beach Bar and Kitchen.



Inside gift shop



View inside gift shop East



View inside gift shop West

BAi360 Pod

- From the main entrance to this area, there is level access. The route is 810mm wide, or more. The door is 2280mm wide.
- Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.
- Some videos have subtitles.
- The pod itself is fully accessible with full 360-degree movement for all to experience the views. The Sky Bar onboard the pod has Hearing Loop and large print menus along with a sound system for the host speech throughout the experience. There are maps detailing the main sights and views you see from each direction. We have seats available all the way round the tower for up to 30 people on a first come first serve basis. If you require seating, please speak to our staff, we are always available to assist.



Pod door upper level



Pod interior



Wheelchair user on board BAi360 pod

Pre-Boarding Exhibition and Bar

- From the main entrance to this area, there is level access. The route is 810mm wide, or more. The door is 810mm wide.
- Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.
- Videos have subtitles.
- Our Boarding Bar has hearing loop available and all areas are fully accessible for wheelchairs and specific access needs. The whole building is compliant with the disability act 2010.



Boarding entrance



Pr-boarding Exhibition area



Pr-boarding Exhibition area

West Beach Bar & Kitchen

- From the main entrance to this area, there is level access. The route is 1760mm wide, or more. The door is 1760mm wide.
- Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.
- The West Beach Bar & Kitchen is accessible from our gift shop and also has its' own entrance on the east side of the beach building.
The West Beach Bar & Kitchen can be accessed from our shop step free and has a wide entrance.
The restaurant has large print menus and a round bar that can be accessed from all areas of the restaurant.
The restaurant can cater to many dietary requirements on request.
There are tables and chairs inside and outside on the terrace that overlooks the beach and the West Pier (weather dependent).

The restaurant is table service and can be contacted to take bookings on 0333 800 1360.



West Beach Entrance from shop to restaurant



West Beach logo



West Beach Bar



West Beach seating option



West Beach interior



Pre-Boarding Exhibition & Bar

- From the main entrance to the bar, there is level access. The route is 810mm wide, or more.
 - The door is 810mm wide.
 - The entrance to the attraction is straight ahead as you enter the gift shop. We have queue barriers for waiting and security that can be moved at any time.
- Once you have passed security, you can visit Magic Memories to have some fun photos taken. The pre-boarding area is open plan and includes a bar, a small gift shop and an exhibition called 'British Airways i360: How it was Built'. Images by British Airways i360 official photographers Kevin Meredith and Gary Eastwood, who documented the whole build process, are displayed alongside additional shots by Paul Raftery and a short film by Latest TV which is subtitled.
- Our Boarding Bar has hearing loop available and all areas are fully accessible for wheelchairs and specific access needs.
- The whole building is compliant with the disability act 2010.



Pre-Boarding Bar Area



Pre-Boarding Exhibition

Public toilet

Public Toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 820mm wide, or more.
- The toilet door is 900mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 240mm at the side of the toilet. There is 1450mm in front of the toilet. The toilet seat is 460mm high. The toilets have handrails.
- Once at British Airways i360, there is an accessible toilet on both the upper and lower levels.

The public toilets in the beach building are accessible from the shop.

Accessible toilets are also located on the Upper Deck and in the West Beach Bar & Café located in the westerly replica toll booth at road level. We have baby changing and accessible toilets available.



Toilet sign at a low level



Disabled toilets are located to the right



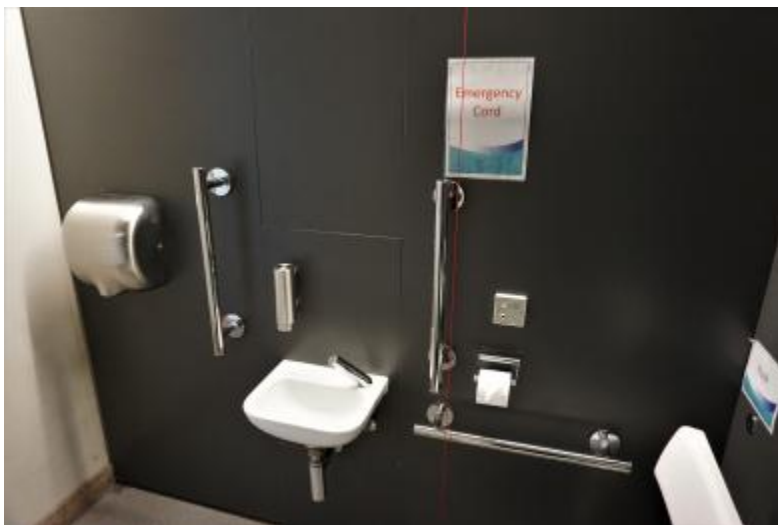
Toilet sign mounted to wall



Disabled toilet door



View of disabled toilet



Interior view of disabled toilet



Buttons and assistance chord for customers

Shop

Gift Shop

- From the main entrance to the shop, there is level access. There is a permanent ramp. There is a lift.
- From the lift to the shop, the route is 1100mm wide, or more. The door is 1760mm wide.
- The route through the shop is 800mm wide, or more.
- All of our units are spaced for wheelchair access.
There is a ramp leading from road level to beach level 160 metres east from British Airways i360. The ramp is located opposite the Hilton Hotel and provides access to the beach, shops, restaurants, playground and gift shop entrance here at the BA i360.



Inside Gift Shop

Place to eat and drink

West Beach Bar & Kitchen

- From the main entrance to the dining area, there is level access. There is a permanent ramp. There is a lift. From the lift to dining area, the route is 1100mm wide, or more. The door is 1760mm wide.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates have high colour contrast.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free) and vegan specific diets.
- Find the menu on the West Beach Bar & Kitchen website - <http://westbeachbarandkitchen.com/>



Ramp access connecting beach level and street level



Ramp access connecting beach level and street level



Ramp access

West Beach Cafe & Bar

- From the main entrance to this area, there is level access. The route is 810mm wide, or more.
- The door is 810mm wide.
- Access to the West Beach Cafe & Bar is located upstairs on the street level in the adjacent replica Toll Booth to the Ticket Office. The West Beach Cafe & Bar is now Vegan, offering a delicious range of colourful salads, hearty sandwiches, pastries and cake. The West Beach Cafe & Bar is complete with indoor tables and chairs along with a delightful outdoor seating deck. All of which are wheelchair accessible.



West Beach Bar & Cafe - Street Level Entrance



West Beach Bar & Cafe - View from Beach Level



West Beach Bar & Cafe - Upper Deck outdoor seating area

Getting around outside

Upper Deck

- From the main entrance to this area, there is level access. The route is 1650mm wide, or more. The entrance is 1650mm wide.
- In good weather, we will operate security and boarding from the Upper Deck. This is level access from the road level and our main ticket office. We will advise you at the time of arrival which level we are operating boarding from.



BAI360 Upper Deck Exterior View



BAI360 Upper Deck Interior View



BAI360 Upper Deck Drone View



BAI360 Upper Deck Interior View

West Beach Bar & Kitchen Terrace

- From the main entrance to this area, there is level access. The route is 1760mm wide, or more. The entrance is 1760mm wide.
- The West Beach Bar & Kitchen offers an outdoor seating area for customers to enjoy their meal while taking in the stunning views of the sea and the hauntingly beautiful West Pier.



West Beach Bar & Kitchen Outdoor Terrace

Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- We have a hearing loop in Ticket office, gift shop, boarding bar, BAi360 pod, Magic Memories, West Beach Bar & Kitchen.

- We keep a limited number of wheelchairs at British Airways i360 for use during your pod flight. These are available on a “first come, first served” basis from our shop and are not available to pre-book. Your credit card details must be given as security, and we may charge you up to £250 if the wheelchair is damaged or not returned.
- Regency Square green space is located opposite BAi360, dogs can be walked in this space.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- If you require a mobility scooter or battery powered wheelchair to be charged, please speak to a member of staff and we will be happy to assist.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

Customer care support

- All staff have disability awareness training.
- All staff have Next Generation Text training.
- We have information in large print.
- Here at the British Airways i360 all of our staff are trained in receiving calls from Next Generation Text Service and generally with disability awareness. As a company we are working with Team Dominica - a Brighton-based charity which helps remove barriers to work for people with learning disabilities. We provide supported internships with progression to paid employment. See more information regarding our involvement with Team Dominica here: <https://britishairwaysi360.com/latest-news/meet-jack-trainee-guest-exper...>

See more information regarding the work Team Dominica does here: <http://www.teamdominica.com/>



Jack - Our Guest Experience Host from Team Dominica